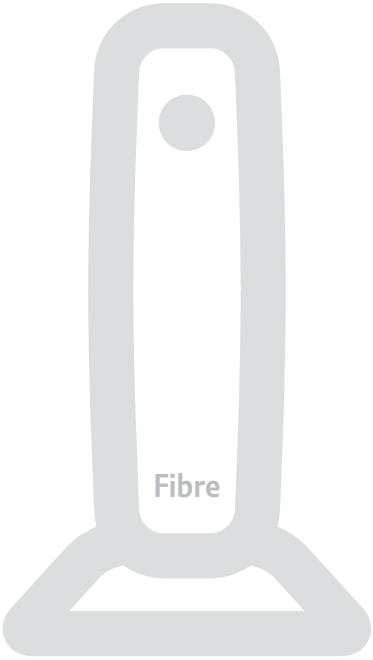
BT Business Total Broadband Fibre

# User Guide




adp

Job No. 9583
Client BT
Project BT Business Hub Fibre UG v3

Revision 03-DR
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# Welcome to BT Business Total Broadband Fibre

## Your faster broadband is nearly here

Please put this new Fibre Hub aside ready for a BT engineer to install with your BT Business Total Broadband Fibre service. **Please don't try to set up your service before your engineer visit** (the new Fibre Hub won't work on an existing broadband line).

### Your BT engineer visit

- A BT engineer will call you before installation begins, on the day of your visit
- You'll need to be at your premises during your engineer visit
- Set-up may take between two and four hours
- During installation, your broadband line won't work

If you wish to cancel or change your appointment or you've a question, call us on 0800 169 3809*.

If an engineer has already installed your BT Business Total Broadband Fibre service and you've received this Fibre Hub as a replacement, see page 46 for set-up help.

If you have any problems, please see Help on page 20.

We hope your new service boosts your business.

Best wishes,

**BT Business Total Broadband Fibre team**

* Available 8am – 6pm Monday to Friday, closed weekends and Bank Holidays

# Learn about...

Your complete broadband package includes lots of great features to help you get the most out of the internet.


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## BT Business Total Broadband Fibre

BT Business Total Broadband Fibre uses a high-speed fibre optic cable to carry broadband between your local telephone exchange and a BT cabinet near your premises.

To install BT Business Total Broadband Fibre, a BT engineer will connect the fibre optic cable at the BT cabinet to your telephone line. The engineer will fit a special modem (see below) in your office, set up your Fibre Hub and connect your computer to the Fibre Hub (making sure your computer connects to the internet).

To find out more about BT Business Total Broadband Fibre, go to **www.bt.com/business/help/fibre**

## Openreach modem

This is a VDSL modem, supplied and managed by Openreach, which connects your Fibre Hub to the BT Business Total Broadband Fibre service. You can't customise the Openreach modem. For more on troubleshooting the Openreach modem, see page 26.

**Important**: we strongly recommend that you mount the Openreach modem on a wall to keep it properly ventilated. Please do not place it on carpet.

### Connecting your network to your Openreach modem

The BT engineer will help you choose the best place for your Openreach modem and Fibre Hub. This would usually be where your existing Hub or router is located, but if this isn't near your telephone master socket the engineer will lay a special ('data') extension cable. The engineer may be able to run this extension outside your premises, but it can't be more than 30 meters from the master socket.

## Fibre Hub

Your Fibre Hub is a broadband router that can connect computers to the internet using wired or wireless connections. It has been designed especially for the BT Business Total Broadband Fibre service.

The BT engineer will set up your Fibre Hub when installing BT Business Total Broadband Fibre. Your new Fibre Hub will replace your old BT Business Hub, if you have one. (You may want to keep your old Hub or router safe in case you move back to standard broadband. See page 51.)

Your Fibre Hub can share the broadband service across separate computers and devices (e.g. printers) and BT services such as BT Business Broadband Voice and BT Office Anywhere.

## Broadband speed

Your broadband service will give you the fastest speed your phone line can support. Line speeds may vary depending on a number of factors, such as line quality, distance from the nearest BT street cabinet or usage on the network.

For accurate information about your broadband speed, please see our speed checker at **www.bt.com/business/help/fibre**

## BT Business Total Broadband Fibre features and services

BT Business Total Broadband Fibre includes lots of great features and services, including email, security, web space and more.

Once your Fibre Hub is set up and you're online, find out about all the great things BT Business Total Broadband Fibre has to offer at **www.bt.com/business/help/fibre**

### Desktop Help

Desktop Help is a tool that identifies problems with your broadband, email or Wi-Fi connection, suggests quick fixes or fixes problems remotely.

It's installed automatically when the CD included in your Welcome Pack is used to set up your BT Business Total Broadband Fibre service. Once Desktop Help is installed, you'll see the icon on your task bar.

To help you make the most of Desktop Help, we recommend that you install it on each computer connected to your BT Business Total Broadband Fibre service.

To find out more about Desktop Help or to download it if it's not already installed, please go to **www.bt.com/business/help/desktopdownload**

> More information on BT Business Total Broadband Fibre – go to **www.bt.com/business/help/fibre**
> Extra features – see page 7
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> Set-up – if you ever need to unplug or reconnect any equipment, see page 46

# Extra features

BT Business Total Broadband Fibre includes extra features that you can set up once you're online.

**Important:** you may be asked to enter your admin password when changing or saving settings in your Fibre Hub Manager. The default admin password for your Fibre Hub Manager is your Fibre Hub's serial number – you can find this on the bottom of your Fibre Hub. You can change this default password using your Fibre Hub Manager (see page 43).


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# Security

## Your wireless network

Your Fibre Hub is already set up with the following:

- a unique network name (SSID, or Security Set Identifier)
- a network encryption key (WEP, or Wired Equivalent Privacy) for added security
- wireless security (WEP 64-bit)

**Important**: please make sure you have the strongest protection for your wireless network. We strongly recommend that you upgrade your wireless security to WPA (Wi-Fi Protected Access), which is more secure, using a new passphrase.

## You can increase the level of security for your wireless network in a number of ways

**A** Select the best type of security that's supported by all your wireless devices. Some older wireless adapters and laptops are only compatible with WEP and don't support WPA, while many newer devices can support WPA/WPA2.

As WPA is more secure, we recommend that you upgrade your security method to WPA (or, better still, WPA2) if your wireless devices support it.

Wireless access cards can be used to support WPA/WPA2 on older devices.

**B** Choose your own wireless security key/wireless network passphrase. The preset wireless security key is printed on the label on the bottom of your Fibre Hub. We strongly recommend that you change this to a passphrase of your choosing.

Please note the following points about your new passphrase, which will help to make it more secure:

- it should include a mix of letters (upper and lower case), numbers and punctuation
- it should be unique
- it should not be easy for someone else to guess
- it should not be your company name, location etc

**C** Set up MAC (Media Access Control) address filtering. Every wireless and network device has a unique identifier, called a MAC address. Your Fibre Hub uses the MAC to report on the devices that are connected to it. By setting up MAC address filtering, you can choose which devices you'd like to connect to your Fibre Hub and also block any devices that you don't wish to allow access.

**D** Change the preset network name or SSID for your Fibre Hub. This helps to hide your network from unauthorised users and potential hackers who may be scanning for wireless networks.

When choosing a new SSID, we recommend that you avoid anything that could identify the wireless network with your company, e.g. your company name, location etc.

**E** Disable the broadcast of your wireless network name/SSID. Wireless network devices automatically broadcast certain information, including the network name/SSID. This makes it easy for unauthorised users to connect to your network.

You can disable the broadcast of your network name/SSID, which will help to hide your network from casual browsing. Any device wishing to connect to your network must then type in the correct network name.

### To configure your wireless settings:

1. open your web browser, type **http://home** (for your Fibre Hub Manager) in the address bar and press Enter or your return key, or double-click the Hub Manager icon on your desktop
2. click on the Wireless icon – the Wireless Configuration screen will appear
3. when you've made your changes, click Save before you close the window. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the bottom of your Fibre Hub. Please note: any custom encryption key entered is shown as ••••••••••****.

If you change your Fibre Hub's wireless security settings or network name/SSID, all your wireless devices will lose their connection to your Fibre Hub. You'll need to reset each device to match the new wireless settings.

You can find more detail on changing and configuring your wireless settings on your CD.

### Firewall

Your Fibre Hub's **Firewall Monitor** continuously assesses any threats to your network, while automatically keeping itself up to date with software updates.

To configure your firewall settings:

1. open your web browser, type **http://home** (for your Fibre Hub Manager) in the address bar and press Enter or your return key
2. click on the Firewall icon to open the summary
3. edit your firewall settings
4. when you've edited your settings, click Save before you close the window. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the bottom of your Fibre Hub

## Networking

You can set up your office network using Ethernet and wireless to connect every device in your office.

To add computers to your network, run your CD on the computer that you'd like to connect.

You can use your Fibre Hub to:

- share a single internet connection between a number of computers
- share files, printers and peripherals
- surf the internet from anywhere in your office

### To see a summary of your network:

1. open your web browser, type **http://home** (for your Fibre Hub Manager) in the address bar and press Enter or your return key
2. click on the Local Network link (it's below the Top Networking Features section)

To find out more about configuring your office network, download our technical guide at **www.bt.com/business/help/networkguide**

## Domain names

If you have a domain name with a non-BT provider, we recommend that you transfer it to BT Business so you'll have a single source of contact for technical issues.

If you'd prefer not to transfer your domain name but you wish to use it to send and receive email across BT's mail servers, you'll need to contact us to tell us your domain name(s). Please see page 53 for our contact details.

We'll then confirm that you own the domain name. This only takes a minute or two and helps us ensure the security of our mail servers.

If you don't have a domain name, or wish to add domains, you can order them if you have the Internet Business Pack (IBP). Go to **Your account** at **www.bt.com/business/login**. (Please note: IBP includes one '.co.uk' or '.org.uk' domain name free of charge. Charges apply for extra domain names.)

To find out more about ordering, using or transferring a domain name, please go to 'Help & support' at **www.bt.com/business/help/broadband**

## Content screening and internet access control

You can set up your Fibre Hub to block or allow categories and control access to specific web addresses or internet-based applications such as chat rooms, instant messaging and online gaming.

**To set up content screening:**

1. open your web browser, type **http://home** (for your Fibre Hub Manager) in the address bar and press Enter or your return key
2. click on the Content Screening icon in the Quick Service Links section
3. customise the Content Screening groups as required
4. click Save before you close the window. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the bottom of your Fibre Hub

**To set up internet access control:**

1 open your web browser, type **http://home** (for your Fibre Hub Manager) in the address bar and press Enter or your return key

2 click on the Access Control link in the Quick Service Links section

3 click the Time Schedule link and customise the Time Schedule for each device as required

4 click Save before you close the window. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the bottom of your Fibre Hub

## Email

**Important:** before setting up your email account, you'll need your BT Connect email address and BT Connect email password (in the 'welcome' emails and letters we sent when you ordered your BT Business Total Broadband Fibre service).

| New users | Existing users |
|---|---|
| Outlook Express was installed automatically on your computer (as part of Internet Explorer 6) when you ran the CD at set-up.<br><br>When you first access Outlook Express, the Internet Connection Wizard will guide you through set-up. | If you've already used Outlook Express over the BT Business servers, your settings won't need changing.<br><br>Please continue using Outlook Express as usual. |

### Adding an email account

To add an email account:

1 open Outlook Express. You can access Outlook Express from the Start menu under Programs

2 in the Outlook Express menu, click Tools then Accounts and select Add

3 select the Mail menu

4 type in the name you wish to appear on your outgoing email and click Next

5 type in your BT Connect email address (sent to you in our 'welcome' emails and letters) or, if you're using email with a registered domain name, enter that email address here and click Next to continue

6 make sure that the incoming mail server name is set to pop3.btconnect.com and the outgoing mail server name is set to mail.btconnect.com. (If you're using a non-BT mail provider, you'll need to enter the name of the incoming mail (POP3) server for that mail provider; the outgoing mail (SMTP) server will remain mail.btconnect.com). Then click Next to continue

7 type in your BT Business Total Broadband Fibre network login username and network login password (sent to you in our 'welcome' emails and letters. If you're setting up Outlook Express to send and receive mail using a non-BT email provider, enter the username and password sent to you by that provider) and click Next

8 click Finish to complete set-up

9 your new account is displayed in the Internet Accounts window. Click Close to exit the window

### Changing your email settings

If you send and receive email using a non-BT service provider and you wish to use your BT Business Total Broadband Fibre connection to continue to do so, you'll need to:

- change your Outlook Express settings for these accounts
- contact us to tell us about your non-BT domain names – please see page 53 for our contact details

To change your email settings:

1 open Outlook Express. You can access Outlook Express from the Start menu under Programs

2 in the Outlook Express menu, click Tools then Accounts and select Mail

3 select the account you wish to change, and click Properties

4 click the Servers tab

5 in the Outgoing mail (SMTP) field, change the setting to mail.btconnect.com (the account name and password settings remain unchanged)

6 click OK then Close to exit the window

7 repeat these steps to change each email account as needed

For help to set up new email accounts, see 'Adding an email account' on page 12.

### If you have a non-BT service provider

If you send and receive email using a non-BT service provider and you wish to use your BT Business Total Broadband Fibre connection to continue to do so, you'll need to:

- change your Outlook Express settings for these accounts – please see above
- tell us about your non-BT domain names – please see page 53 for our contact details

If you wish to add your BT Business Total Broadband Fibre email account details or non-BT mail provider account details to your Outlook Express settings, please see page 12.

# BT Business Broadband Voice

### Making and receiving calls

The Fibre Hub allows you to make and receive calls over your broadband connection, using BT Business Broadband Voice. You can have up to two lines set up in this way. All you need is your Fibre Hub and a standard phone.

### Automatic set-up

Your BT Business Broadband Voice service will be set up automatically when you run the CD included in your Welcome Pack.

### Activating BT Business Broadband Voice without using the CD

If you haven't activated BT Business Broadband Voice while running the CD, follow these simple steps to order or set it up and start making calls.

1 Find the 'welcome' emails or letters that we sent to your preferred or BT Connect email address when you ordered BT Business Broadband Voice. These contain your BT Business Broadband Voice username and password. Simply follow the instructions in these emails or letters.

If you can't find your username and password by checking your email or Hub Manager (see page 43), please call us on 0800 169 3809.

2 Check the Phone light(s) on the front of the Fibre Hub are solid green once activation is complete. If you only have one BT Business Broadband Voice account, only Phone 1 will glow green. The lights flash when you lift your BT Business Broadband Voice handset.

### Using BT Business Broadband Voice

Lift the handset on a phone that is plugged into your Fibre Hub and you'll hear the BT Business Broadband Voice dial tone, which has a higher pitch than the standard dial tone. You're now ready to make and receive phone calls and don't have to dial 9 to make an outbound call.

> For more information, please go to **www.bt.com/business/broadbandvoice**
> To customise your BT Business Broadband Voice features, go to **www.bt.com/business/yourbbv**

### BT Hosted VoIP

For more phone lines and advanced call management, you can upgrade to BT Hosted VoIP. To find out more, please go to **www.bt.com/bthostedvoip**

### Call quality and emergency calls

Call quality may not match that of a normal landline and may vary depending on internet traffic and customer usage.

Access to emergency services is provided, but calls, including emergency calls to 999 or 112, made via BT Business Broadband Voice, **may not work** if there's a power or broadband connection failure. These failures may be caused by reasons outside our control. Location information, provided to the emergency services, is limited to the location details associated with your primary business phone billing address – this may not be where the call was originated. **For these reasons, we strongly recommend that you keep a primary telephone line for contacting the emergency services.**

## Static IP

You may have ordered multiple Static IP with your BT Business Total Broadband Fibre service. If not, you can subscribe using **Your account** at **www.bt.com/business/login**. The BT engineer should set up your multiple Static IP addresses after installing your new Fibre Hub. If you need to install a replacement Hub in the future, please follow these steps to set up your multiple Static IP addresses:

1. open your web browser, type **http://home** (for your Fibre Hub Manager) in the address bar and press Enter or your return key
2. click on the Broadband icon then Link Configuration
3. scroll down to the Public IP Address section and select Enable
4. in the Router Address field, enter your Fibre Hub address (see 'router address' in the 'welcome' emails or letters we sent when you ordered Static IP); in the Subnet Mask field, enter your subnet mask address as follows: if you have 5 Static IP addresses enter 255.255.255.248, if you have 13 Static IP addresses enter 255.255.255.240

5 click Save before you close the window. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the bottom of your Fibre Hub

Once you've set up your multiple Static IP addresses, you can use one of the following methods to assign your LAN computers to your public Static IP addresses.

### Set the IP Address of the computer via the computer

1 If your Fibre Hub's address is 217.37.237.78 and the subnet mask is 255.255.255.240, manually change the computer's TCP/IP settings from Obtain an IP address automatically to Use the following IP address.

2 Enter the IP Address you wish to set the computer to (e.g. 217.37.237.65) and the Subnet mask to 255.255.255.255.0, the Gateway to 217.37.237.78 and the DNS Server to 217.37.237.78.

3 Renew the IP address of the computer as shown below. Your Fibre Hub automatically detects the Static IP and removes the IP address from the public Static IP DHCP pool.

### Set your Fibre Hub to always provide the same Static IP address

1 Keep the computer in DHCP mode.

2 Open your web browser, type **http://home** (for your Fibre Hub Manager) in the address bar and press Enter or your return key.

3 Select Settings, then LAN, followed by NAT & Address Allocation.

4 For the required device, select Public (select WAN IP Mapping) for Address Assignment and Public Fixed: 217.37.237.73 for WAN IP Mapping.

5 Click Save before you close the window. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the bottom of your Fibre Hub.

### Set your Fibre Hub to provide any available Static IP address

1 Keep the computer in DHCP mode.

2 Open your web browser, type **http://home** (for your Fibre Hub Manager) in the address bar and press Enter or your return key.

3 Select Settings, then LAN, followed by NAT & Address Allocation.

4 For the required device, select Public (select WAN IP Mapping) for Address Assignment and Public from pool: 217.37.237.72 for WAN IP Mapping.

5 Click Save before you close the window. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the bottom of your Fibre Hub.

**IMPORTANT**: each time you change these settings, you'll need to:

1 click **Save** to save your new settings. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the bottom of your Fibre Hub

2 release and renew the IP address of the computer to allow it to receive the new public Static IP address

To renew the IP address:

1 click the **Start** button, then select **Run**

2 type **cmd** in the dialogue box, then click **OK**

3 an MS DOS window will appear – type in **ipconfig/release** and press **Enter**

4 you'll see a number of lines of text and the prompt will appear again – type in **ipconfig/renew** and press **Enter**

5 your public Static IP addresses will be listed

6 when you've finished, close the MS DOS window

Your Fibre Hub's firewall will continue to protect the computers assigned to the public Static IP address. You may have to open specific ports if you plan to host certain applications.

## BT Openzone wireless internet access

BT Openzone is a wireless broadband (Wi-Fi) service that you can access in public places ('hotspots') such as airports, hotels and motorway service stations. You can get online at BT Openzone hotspots throughout the UK and Republic of Ireland, and at selected locations abroad.

You can make your Fibre Hub available as a BT Openzone hotspot. This allows you to offer secure, separate, publicly accessible wireless broadband for your customers and visitors.

If you need to disable BT Openzone, please follow these simple steps:

1. once the BT engineer has set up your BT Business Total Broadband Fibre service, access your Fibre Hub Manager by typing **http://home** in the address bar of your web browser and pressing Enter or your return key, or double-clicking the Hub Manager icon on your desktop
2. click on BT Openzone in the Quick Service Links section
3. click Disable. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the bottom of your Fibre Hub
4. your Hub will stop broadcasting the BT Openzone SSID immediately. Please note: the status may show as 'pending' for up to 24 hours while our systems update

To find out more about 'open Wi-Fi', go to **www.bt.com/business/help/hubopenzone**

# Help

How to get help – if you need it – including with connecting to broadband and general troubleshooting.


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| General troubleshooting | 29 |


## Help with connecting to the internet using your Fibre Hub

For example: you can't browse the internet or send email, and your internet connection's very slow.

### What to do...

**1 Try restarting**

Switch off power at the mains power socket and unplug the power cable from your Fibre Hub. Turn the power back on and plug the cable back into your Fibre Hub.

Restarting fixes most connection problems.

## 2 Check your Fibre Hub lights using the table below

| | | Section | Page |
|---|---|---|---|
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| BROADBAND | Broadband light is flashing green (rapidly) | C | 22 |
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| BROADBAND | Broadband light is flashing green (slowly) | E | 23 |
| INTERNET | Internet light is green | F | 24 |

### A POWER Power light is flashing red

**IMPORTANT** – do not turn off or restart your Fibre Hub when the power light is flashing red.

We may occasionally update your Fibre Hub's firmware. A firmware update can take up to five minutes, and will automatically restart your Fibre Hub. We try to do this overnight to reduce the effects on you. However, if your Fibre Hub is switched off when the work is scheduled, the updates will be carried out as soon as your Fibre Hub is switched on again.

During an update, the Power light on your Fibre Hub will flash red. Please **do not** switch off your Fibre Hub during this time. The other lights may flash green, which indicates that data is being transmitted – this is normal.

When the update is complete, the Power light will flash green, then all the lights will switch off as your Fibre Hub restarts. When your Fibre Hub restarts, the Power light will glow steady green. After a few seconds, the other lights will start to come back on and you can continue to use your Fibre Hub.

### B No lights

1 Turn off your Fibre Hub at the mains power socket and unplug your Fibre Hub's power cable.

2 Check that your Fibre Hub's power cable is correctly inserted into the Power socket on the back of your Fibre Hub.

3 Check that the mains power socket is working.

4 Plug your Fibre Hub's power cable back into the mains power socket and turn on.

5 If no Fibre Hub lights are on, try resetting the Fibre Hub's default settings. See page 50.

6 Wait a couple of minutes for the Power light to glow green.

7 If there are still no lights on on your Fibre Hub after these steps, please call 0800 169 3809 (please make sure you're at your computer, and that it's switched on, when you call).

### C BROADBAND Broadband light is flashing green (rapidly)

Your Fibre Hub is connecting to broadband. Please wait a while then try the following:

1 restart your Fibre Hub by switching off at the mains power socket then switching back on again

2 check that the Broadband light is now a steady green. If it's off or flashing, see page 21

3 check the lights on your Openreach modem (see page 26)

4 if the Broadband light still isn't steady green, there may be a fault or interference on your line. Please call us on 0800 169 3809 (please make sure you're at your computer, and that it's switched on, when you call)

## D BROADBAND / INTERNET Internet light is red (and Broadband light is solid green)

Broadband is active, but your Fibre Hub can't connect to it.

1. Restart your Fibre Hub by unplugging the power cable and plugging it in again.
2. If, after a couple of minutes, the Internet light is still red, check that your Openreach modem is working (see 'DSL light is steady green and LAN1 is green' on page 28).
3. If the Internet light is still red, check broadband service status by calling 0800 169 0199.
4. Open a web browser on your computer, type in **http://home** and check your PPPoE settings. They should be in the format Axxxxxxx@hgxx.btclick.com. You may need to check the correct network login username and password settings in your 'welcome' emails and letters. (These were sent to you when you ordered your BT Business Total Broadband Fibre service. If you can't find them, please call us on 0800 169 3809.)
5. If the Internet light is still red, please call us on 0800 169 3809 (please make sure you're at your computer, and that it's switched on, when you call).

## E BROADBAND Broadband light is flashing green slowly (light flashes roughly every second)

1. Check that the red broadband cable is correctly inserted into your Fibre Hub.
2. Check that the other end of the broadband cable is correctly inserted into the LAN1 socket on the Openreach modem (see page 48).
3. Restart your Fibre Hub by unplugging the power cable and plugging it in again.
4. Check broadband service status by calling 0800 169 0199.
5. If the Broadband light isn't steady green, there may be a fault or interference on your line. Please call us on 0800 169 3809 (please make sure you're at your computer, and that it's switched on, when you call).

## F INTERNET Internet light is green

Your Fibre Hub is connected to broadband, but there may be a problem with your computer and/or its connection to your Fibre Hub. Try the following:

1 restart your Fibre Hub by unplugging the power cable and plugging back in

2 restart your computer

3 wait for your Fibre Hub's Internet light to turn steady green

### 4a if you're using an Ethernet cable

Check that this cable between your Fibre Hub and computer is inserted correctly.

> For more help, follow the manual set-up steps on page 31
> If you're connecting to the internet but it's very slow or unreliable, see page 36

### 4b if you're using wireless

There are many things that can affect a wireless connection, including settings on your computer, position of your computer and Fibre Hub in your office, and interference with the wireless signal. The following tips may help:

- check that your computer's wireless adapter is fitted and/or turned on. Some laptop computers have a small switch – please see your computer manual for help
- check your wireless connection software – it should show if your computer's connected to your Fibre Hub

For help setting up a wireless connection, run the CD that's included in your Welcome Pack.

- try moving your computer closer to your Fibre Hub
- make sure your computer and Fibre Hub aren't close to large electrical appliances
- try changing wireless channels (see page 40)

5 If none of the above solves this problem, please call us on 0800 169 3809 (please make sure you're at your computer, and that it's switched on, when you call)

If your wireless connection is slow or unreliable, see page 39.

## Setting up or using a BT Business Total Broadband Fibre feature

Extra services are included with your BT Business Total Broadband Fibre order, so now you can:

- offer wireless broadband for your customers as a BT Openzone hotspot. Find out more at **www.bt.com/business/help/openwifi**
- get 500 more minutes a month with BT Openzone vouchers. (We'll send an email within 14 days of broadband activation inviting you to sign up.)
- use 50MB of web space and 10 email accounts with Business Essentials. Go to your account **www.bt.com/business/login** to find out more.
- use BT Business Broadband Desktop Help to help you diagnose and fix broadband connection problems. Find out more at **www.bt.com/business/help/desktop**
- get free 12 months' number rental for an 0800 or 0844 number. Find out more at **www.bt.com/business/0800-0844offer**

### What to do...

Your extra services won't be set up automatically, so please activate them at **www.bt.com/business/activate**

If you've got a question, it may have been asked before. Search our frequently asked questions online at **www.bt.com/business/help/fibre**

If you can't find what you're looking for, maybe another BT Business Total Broadband Fibre user can answer your question in our online forum – go to **www.bt.com/business/help/forums/fibre**

# Troubleshooting the Openreach modem

If you're having trouble connecting, check the lights on your Openreach modem using the table below and follow the troubleshooting advice.


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| POWER | Power light is flashing green | B | 27 |
| DSL | DSL light is off | C | 27 |
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| LAN1 | LAN1 is off | E | 28 |
| DSL LAN1 | DSL light is steady green and LAN1 is green | F | 28 |


## A POWER Power light is off

There is a problem with the power supply or your modem.

1. Turn off and unplug your modem's power.
2. Check that your modem's power cable is correctly inserted into the power socket on the back of the modem.
3. Check that your mains power socket is working.
4. Plug the modem power cable back into mains power and turn on.
5. If the Power light is still off, please call us on 0800 169 3809 (please make sure you're at your computer, and that it's turned on, when you call).

## B Power light is flashing green



Your modem is restarting. Please wait a couple of minutes for your modem's DSL light to glow green.

## C DSL light is off



Broadband isn't active on your telephone line or there's a problem with the broadband signal reaching your modem.

1. Check that the DSL cable is plugged in between the DSL socket of the Openreach modem and the data connection on your master phone socket or data extension socket.
2. If a data extension cable has been installed to position your Openreach modem away from your mains phone socket, make sure that the lead is connected and hasn't been damaged.
3. Try resetting the modem. Press and hold down the Reset button on the back of the modem for five seconds and wait a couple of minutes for the Power light to come on.
4. If the DSL light is still off, please call us on 0800 169 3809 (please make sure you're at your computer, and that it's turned on, when you call).

## D DSL light is flashing green



Your modem is connecting to broadband. Please wait a while.

1. If the DSL light continues to flash, try restarting your modem. (Unplug the power supply, wait a few moments then plug it back in.)
2. If the DSL light is still flashing, please call us on 0800 169 3809 (please make sure you're at your computer, and that it's turned on, when you call).

## E LAN1 is off

The Openreach modem cannot detect your Fibre Hub.

1. Check that the broadband cable (red ends) is correctly inserted into your Fibre Hub's Broadband socket (red).
2. Check that the other end of the broadband cable is correctly inserted into the LAN1 socket on the Openreach modem.
3. Try resetting the modem. Press and hold down the Reset button on the back of the modem for five seconds and wait a couple of minutes for the Power light to come on.
4. Try restarting your Fibre Hub by pressing and releasing the Reset button on the back of the Fibre Hub.
5. Check if anything, such as network maintenance, is affecting internet performance by calling broadband service status on 0800 169 0199.
6. If the DSL light is still off, please call us on 0800 169 3809 (please make sure you're at your computer, and that it's turned on, when you call).

## F DSL LAN1 DSL light is steady green and LAN1 is green

The modem is connected to broadband and connected to your Fibre Hub. Follow the lights table for your Fibre Hub on page 21 for further connection troubleshooting.

# General troubleshooting

In this section, you'll find some answers to the more common connection problems. If you're online, see **www.bt.com/business/help/fibre** for lots more help and advice.


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More...

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## Q Why should I only use the new Fibre Hub and Openreach modem?

Most broadband equipment can only work with standard broadband (ADSL), but your Openreach modem uses different technology (VDSL) to give you faster broadband speeds.

The Openreach modem (which is part of the Openreach network) must be connected using a router that's compatible with Ethernet WAN – the BT Business Total Broadband Fibre Hub fits this requirement.

## Q I already have a router that I connect to a modem using Ethernet WAN. May I use this instead of the Fibre Hub?

Most routers that can connect using Ethernet WAN should work when plugged in to your Openreach modem, but please bear in mind the following points.

- The BT engineer can show you a working internet connection using your Fibre Hub only. If you don't want one of your computers to be connected to your Fibre Hub, the engineer will connect their own laptop, using an Ethernet cable, to make sure that your internet connection is working. The engineer will leave the Fibre Hub in place for you once the installation and checking are complete.
- After the engineer has left, you may unplug your Fibre Hub and connect a non-BT-supplied router to your Openreach modem.
- If you prefer to use a non-BT-supplied router, you'll need to check with the supplier or manufacturer that it's compatible with BT Business Total Broadband Fibre.
- We can help with non-BT-supplied equipment and software if you've signed up for our IT Support Manager service (charged per incident or by subscription).

> For more about equipment compatibility, go to **www.bt.com/business/help/equipment**

> For more about IT Support Manager, go to **www.bt.com/business/help/ITSM**

## Q My CD won't run. What should I do?

**PC users:** wait 30 seconds, then click on My Computer in the Windows Start menu, right click the CD icon and then click setup.

**IMPORTANT** If your CD won't run automatically:

1 insert the CD into your CD drive
2 if asked to install or run a program, close this window
3 go to **My Computer** and double-click on the drive containing the CD
4 double-click on the file name **setup.exe**
5 follow the on-screen instructions

**Mac OS users:** double-click the BT Business Total Broadband Fibre desktop icon, then double-click Setup.app.

## Q How do I make a connection to my computer without using the CD?

The steps to follow are slightly different depending on what you're connecting (e.g. a computer, or other device) and how you're going to connect it (e.g. are you going to use wireless or the Ethernet cable). Choose what you want to connect.


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| Connect computer manually using the Ethernet cable | 34 |


### Connect computer manually using wireless

1 If your computer is already connected to your Fibre Hub using an Ethernet cable, unplug this cable.

2 Place your computer close to the Fibre Hub for a good wireless signal.

3 If you haven't already, install your wireless adapter in your computer using the adapter manufacturer's instructions. If you're using a laptop with built-in wireless, turn wireless on by either using the wireless switch (if your computer has one) or activating wireless from within your wireless software. Your wireless adapter must be 802.11b or g compatible.

If you don't have a wireless adapter or your computer isn't wireless-enabled, see page 37.

4 Find your Fibre Hub's preset wireless network name/SSID and security key (WEP). These are printed on your wireless settings card (found in your Fibre Hub's box) and also on the bottom of your Fibre Hub.

5 If your BT engineer transferred settings from your old BT Business Hub, your wireless details may not be the same as those printed on your Fibre Hub. (They'll be the same as the details printed on your old BT Business Hub.)

6 Follow the instructions for your computer's operating system below or, if your wireless adapter has its own software, use this to set up your wireless connection – its help function may be useful if you aren't sure how to do this.

### Windows XP, Vista and 7

1 Go to Start, click Connect To:

**XP:** click Wireless Network Connection
**Vista:** click Connect to network
**7:** click on the wireless icon in the system tray

2 Highlight your Fibre Hub's network name (checking that the last three digits match your Fibre Hub's details, e.g. BTBusinessHub-XXX) and click Connect

3 Type your Fibre Hub's wireless key into the:

**XP:** Network Key box
**Vista:** Security key or passphrase box
**7:** Security key or passphrase box

4 Click Connect and wait a few moments while your computer connects to your Fibre Hub

### Mac OS X

1 Click the AirPort status icon in the menu bar

2 Highlight your Fibre Hub's network name (checking that the last three digits match your Fibre Hub's details e.g. BTBusinessHub-XXX)

3 Mac OS X 10.4 and earlier only: in the Wireless Security box, select WEP. If the WEP 40/128-bit hex option doesn't appear on your version of Mac OS X, select WEP Password and type a $ character in the Password box followed by the 10- character security key

4 Type your Fibre Hub's wireless key into the Password box

5 Click OK and wait a few moments while your computer connects to your Fibre Hub

If your computer is showing the message 'Windows cannot configure this wireless connection', see page 40.

6 Open your web browser – you should be on the internet. If you can't connect to the internet, please restart your computer and try these steps again.

> If you still can't connect, please check that your computer's IP settings are correct (see page 16) or run the CD
> If a dial-up window appears, see page 42

7 **Congratulations** – you're now connected to BT Business Total Broadband Fibre using your BT Business Fibre Hub. To continue set-up and explore your broadband service's great features, including security, email, content screening, access control, BT Business Broadband Voice and more, go to **www.bt.com/business/activate**

### Connect computer manually using the Ethernet cable

1 Check that your computer has a spare Ethernet port. This is a small socket on the back or side of your computer and is usually marked 'LAN' or 'Ethernet', or if you aren't sure, check the documents supplied with your computer.

2 Plug one end of the yellow Ethernet cable into one of your Fibre Hub's Ethernet sockets.

3 Plug the other end of the Ethernet cable into your computer's Ethernet socket.

4 Open your web browser – you should be on the internet. If you can't connect to the internet, please restart your computer and try these steps again.

If you don't have an Ethernet port, see page 36.

5 **Congratulations** – you're now connected to BT Business Total Broadband Fibre using your BT Business Fibre Hub. To continue set-up and explore your broadband service's great features, including security, email, content screening, access control, BT Business Broadband Voice and more, go to **www.bt.com/business/activate**

## Q Where can I find my email address and password?

You selected a BT Connect email address, also known as your BT Business Total Broadband Fibre username or BT Connect email address, when you ordered the service. It will look similar to **your.name@btconnect.com**. You selected a password at the same time.

Your email address and password were sent to you by email or letter. To access your email, type **www.bt.com/business/login** into your web browser. To sign into your email account, you need your email address and your password (see above).

> You don't need your BT Connect email address (i.e. your BT Business Total Broadband Fibre username) or its password to connect to BT Business Total Broadband Fibre, but you do need them to access your email. To connect to broadband, you use your network login username
> If you can't find these details, please call us on 0800 169 3809

## Q Where can I find my BT Business Broadband Voice username (056 phone number) and password?

These details were sent to your preferred email address when you ordered the service. To access your email, type **www.bt.com/business/login** into your web browser.

Your username is the same as your BT Business Broadband Voice 056 number.

If your Fibre Hub's Phone light is green, you can also find your BT Business Broadband Voice phone number using your Fibre Hub Manager (see page 43).

To find out your BT Business Broadband Voice password, please go to **www.bt.com/broadbandtalk/youraccount** and click on the **Forgotten password** link.

If you can't find your BT Business Broadband Voice username (your username is the same as your BT Business Broadband Voice 056 number) and password by checking your email or Fibre Hub Manager (see page 39), please call us on 0800 169 3809.

## Q How can I set up my Fibre Hub manually?

Follow these steps:

1. open a web browser and type in **http://home** to access your Fibre Hub Manager or, if that doesn't work, type in **192.168.1.254**
2. click the Settings tab, then click on Broadband
3. type in your network login username and password, then click Save. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the bottom of your Fibre Hub.

If you aren't sure of your network login username and password, please see the 'welcome' letters or emails we sent when you ordered your BT Business Total Broadband Fibre service.

## Q Why does my broadband speed seem slow?

Your broadband service will give you the fastest speed your phone line can support. Line speeds may vary depending on a number of factors, such as line quality, distance from the nearest BT street cabinet or usage on the network.

Please note: for accurate information about your broadband speed, please see our speed checker at **www.bt.com/business/help/fibre**

## Q I don't have an Ethernet port. How do I connect to my Fibre Hub?

Your Fibre Hub accepts Ethernet or wireless connections. If your computer doesn't have an Ethernet port, try connecting using wireless.

For help setting up a wireless connection, run the CD that's included in your Welcome Pack.

## Q What do I need to use wireless?

Your computer needs to be using a wireless adapter or have built-in wireless. The wireless adapter should be 802.11b / g compatible.

## Q How can I tell if my computer has built-in wireless?

If you're using a laptop bought within the last year or two, it's likely to have wireless built in. You need to turn on wireless on some laptops using a switch or option in the software. Check the documents supplied with the computer.

## Q Where can I buy a wireless adapter?

These are available at **www.bt.com/shop** and most computer shops. Check your computer manual to make sure the type of adapter you plan to buy is compatible with your computer. The wireless adapter should be 802.11b or g compatible.

## Q Where can I get help with my computer's wireless?

Please see your computer or wireless adapter manual. For help with setting up a wireless connection to your Fibre Hub, run the CD that's included in your Welcome Pack.

## Q Is my wireless connection secure?

Your Fibre Hub is set with standard WEP security, which helps prevent others accessing your data transfers or connecting to your wireless network. You can upgrade this level of security to WPA. Your Fibre Hub can also support alternative wireless security options such as WPA2 and network name (SSID) hiding – you can set these up using your Fibre Hub Manager (see 'How can I change my Fibre Hub's security from WEP to WPA' on page 39).

For more information, please go to **www.bt.com/business/help/broadband** and type 'wireless security' in the search box at the bottom of the web page.

## Q Can I increase the security of my wireless connection?

When you first set up your new Fibre Hub, it automatically provides a basic level of wireless protection. However, we suggest you increase your Fibre Hub's level of security.

You can do this, at no extra cost, by changing your Fibre Hub's security from WEP (Wired Equivalent Privacy) to WPA (Wi-Fi Protected Access).

To be able to switch to WPA, **all** the devices that you want to connect to your Fibre Hub must support WPA.

**IMPORTANT**: some older wireless equipment may not support WPA. We suggest you contact the manufacturer of your computer and devices to check if they support WPA, and find out if software updates are available to enable them to use WPA.

To change your Fibre Hub's security from WEP to WPA, please see the next question.

## Q How can I change my Fibre Hub's security from WEP to WPA?

Type **http://home** in the address bar of your web browser and press Enter or your return key to access your Fibre Hub Manager. Then:

1. click on the Wireless icon – the Wireless Configuration screen will appear
2. under Wireless Security, select WPA-PSK for Authentication Type
3. for added security, you can set a customised encryption key (see bottom of the web browser page)
4. click Submit. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the bottom of your Fibre Hub.

Please note: any devices already connected wirelessly to your Fibre Hub will be disconnected. To reconnect these, you'll need to use the new key you've just chosen and change their security setting to WPA. Follow the instructions provided with the devices. You'll probably need to locate the wireless network connection settings, select your Fibre Hub from the list of devices in range, choose to connect to it and enter your new key when asked.

Find out more about changing your wireless security at **www.bt.com/business/help/wifisecurity**

### Q The wireless connection to my Fibre Hub is slow or unreliable. What can I do?

We recommend that you keep your Fibre Hub and computers at least 20 feet away from large electrical appliances. Thick walls, metallic surfaces (e.g. mirrors) and other wireless networks can also cause slow or unreliable connections.

The distance between your computer and Fibre Hub can also affect your wireless connection. When setting up a wireless connection for the first time, try to position your computer close to your Fibre Hub, making sure there are no walls or barriers between them. Once a wireless connection has been made, you can move your computer farther away.

Your computer or wireless device should indicate the strength of the wireless signal received. If you think your Fibre Hub is being affected by interference, try moving it and/or adjusting its position.

You can also sometimes improve your wireless signal by refreshing or changing the wireless channel on your Fibre Hub.

## How do I change the wireless channel on my Fibre Hub?

1. Access your Fibre Hub Manager by typing http://home in the address bar of your web browser and pressing Enter or your return key, or double-clicking the icon on your desktop.
2. Click the Wireless icon.
3. In the Network section, select an alternative Wireless Channel.
4. Click Save. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the bottom of your Fibre Hub. Wait one minute for your device to pick up the new channel.

If you're still experiencing problems, follow steps 1 to 3 again to choose an alternative wireless channel, then click Save.

If you need some help, please go to **www.bt.com/business/help** (type 'wireless channel' in the search box and select 'All of Help & Support') or call 0800 169 3809.

## My computer is showing a message 'Windows cannot configure this wireless connection' when I try to set up a wireless connection. What can I do?

Your computer's pre-installed wireless software is preventing you from using the Windows standard wireless software. Find the wireless software on your computer by clicking Start then All programs and looking through the list. Once you find this software, you can either use it to set up your wireless connection – its help function may be useful if you're not sure how to do this – or there may be a tick box that allows Windows to control the wireless set-up.

## I'm moving office. What should I do?

Call us on 0800 169 3809 giving at least five days' notice. The BT Business Total Broadband Fibre service is subject to availability at your new office.

## How do I set my computer to obtain an IP address automatically?

### Windows 98SE/Me

1. Go to **Start** then **Settings** and click **Control Panel**
2. Double-click the **Network** icon
3. Under the **Configuration** tab, select **TCP/IP** for the network adapter you use to connect to your Fibre Hub
4. Click **Properties**
5. Select **Obtain an IP address automatically**
6. Click **OK** twice
7. Restart your computer
8. Open your web browser

### Windows 2000/XP/Vista/7

1. Go to **Start** and click **Control Panel** then:

   **2000/XP:** click **Network Connections**

   **Vista:** click **Network and Sharing Centre**, then **Manage network connections**

   **7:** click **Network and Internet**, then **Network and Sharing Centre**, then **Change Adapter Settings**
2. Right-click the icon for the network adapter you use to connect to your Fibre Hub
3. Click **Properties**
4. **2000/XP/Vista:** select **TCP/IP**

   **7:** select **TCP/IP v4**
5. Click **Properties**
6. Select **Obtain an IP address automatically**
7. Click **OK** twice
8. Open your web browser

### Mac OS X

1. Go to the Apple menu, open **System Preferences...**, then click **Network**
2. Select the adapter you use to connect to your router
3. Mac OS X 10.4 and earlier only: select **TCP/IP**
4. In **Configure** select the **Using DHCP** option
5. Click **Save/Apply Now** and close the window
6. Open your web browser

Once your computer is successfully connected to the internet, you're ready to explore your broadband service's great features, including security, email, content screening, access control, BT Business Broadband Voice – and more. Please go to **www.bt.com/business/help/fibre**

## Q What do I do if a dial-up networking window appears when trying to connect to the internet?

### Windows

1. Go to Start and click Control Panel then click Internet Options.
   Or, for Windows 7 only: go to Start and click Control Panel, then Network and Internet, then Internet Options.
2. Click the Connections tab
3. Select Never dial a connection
4. Click LAN Settings...
5. Tick Automatically detect settings
6. Click OK twice

### Mac OS X

1. Select System Preferences then Network to show: Network Port Configurations
2. Drag Internal Modem to the bottom of the list, or 'untick' it to make it inactive

Once your computer is successfully connected to the internet, you're ready to explore your broadband service's great features, including security, email, content screening, access control, BT Business Broadband Voice – and more. Please go to **www.bt.com/business/help/fibre**

## Q Is my broadband a contended service? If so, what is the contention ratio?

Although the new BT Business Total Broadband Fibre is a contended service, it isn't contended at the exchange level by the previous 20:1 and 50:1 ratios. However, this doesn't mean that you'll receive a one-to-one contention. The contention happens at the national level and only at busy periods.

BT plans the whole network to provide good performance and shares its national infrastructure between all users. This works well, as consumer use in the business day is low, which gives a very good performance for business customers. Think of it as a road network – there's enough capacity to keep traffic moving well at most times and sometimes there's a bit of a slow-down. But if everyone used their car at the same time, the traffic would come to a standstill.

## Q Is there anything I can do to improve the speed of my broadband connection?

A number of factors at your business premises may affect the speed of your broadband connection.

- Sharing a broadband connection – Attaching more than one computer to your broadband connection may slow down your connection speed.
- Slow processor speed – If your computer is running at a slow speed (e.g. the first time it connects to the internet, loading new security software and email programs), this may slow down your connection speed.
- Multiple activities – Too many things happening over your broadband line may affect the quality of service you receive. Simply try to reduce the number of things happening at once over your broadband line.

## Q How do I access my Fibre Hub Manager?

Open your web browser and type **http://home** in the address bar and press Enter or your return key, or double-click the icon on your desktop.

When you submit or save any changes in your Fibre Hub Manager, you may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the bottom of your Fibre Hub.

## Q What is my Fibre Hub Manager's password?

For security reasons, your Fibre Hub is set with a unique admin password. It's your Fibre Hub's serial number. You can find your Fibre Hub's serial number on the bottom of your Fibre Hub.

To change your Fibre Hub Manager's password:

1 once the BT engineer has set up your BT Business Total Broadband Fibre service, access your Fibre Hub Manager by typing **http://home** in the address bar of your web browser and pressing Enter or your return key, or double-clicking the icon on your desktop

2 click Settings at the top of the page, then Password

3 you'll be asked to enter the current password (i.e. your Fibre Hub's serial number)

4 follow the on-screen instructions to set a new password

### Q I'm trying to select the subnet 10.x.x.x IP range and have received an error in my Fibre Hub Manager. What can I do?

Even if BT Openzone is disabled, the subnet 10.x.x.x IP range settings remain. We therefore suggest you use an alternative IP range or follow the steps below to obtain the subnet 10.x.x.x IP range:

1 unplug your red broadband Ethernet cable

2 reset your Fibre Hub. To find out how to do this, see page 50

**WARNING:** resetting your Fibre Hub means you also have to reset any changes you've made to the Fibre Hub software. To see what such changes may include, see page 50.

3 access your Fibre Hub Manager by typing **http://home** in the address bar of your web browser and pressing Enter or your return key, or double-clicking the icon on your desktop

4 click Settings, then LAN and Private Network

5 change your LAN settings to use the subnet 10.x.x.x. IP range

6 plug in your Broadband cable

## Q How do I dispose of old equipment?

If you've received your new Fibre Hub as a replacement for a faulty one, please return the faulty one together with its power cable using the returns envelope sent with the replacement.

If you don't have a returns envelope or you've other old electrical equipment you'd like to dispose of, please see **www.bt.com/business/equipmentdisposal** (choose 'Broadband' then select 'Return equipment').

Before disposing of any such equipment, we recommend you reset it to its default settings – this should remove all your personal settings. To find out how to reset your Fibre Hub to its default settings, see page 50.

Your new Fibre Hub will replace your old BT Business Hub, if you have one. (You may want to keep your old Hub in case you decide to move back to standard broadband. See page 51.)

# Your Fibre Hub and Openreach modem

A BT engineer will visit to install your BT Business Total Broadband Fibre service and set up your Fibre Hub, but you may need to unplug or reconnect equipment or reset your Fibre Hub in the future.


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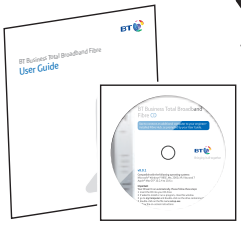
## Set-up

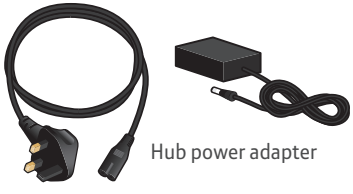
The following diagrams and steps may be useful if you ever need to unplug and then reconnect any of the equipment, e.g. if you receive a replacement Fibre Hub.

1 You may use these items:

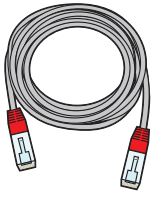
Fibre Hub and stand




User Guide and CD

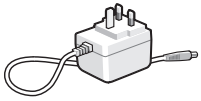


Hub power adapter



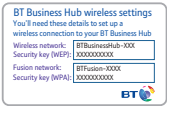
Ethernet cable (red ends)

Openreach modem

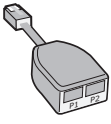


Modem power adapter

**You may not need all these items:**

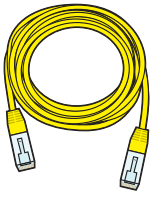



Wireless settings card



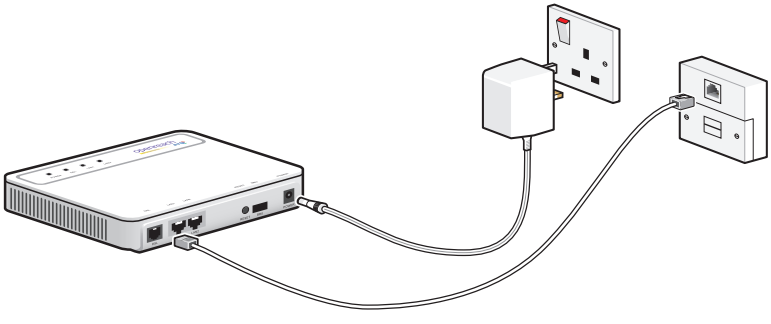

BT Broadband Voice adapter

Landline cable



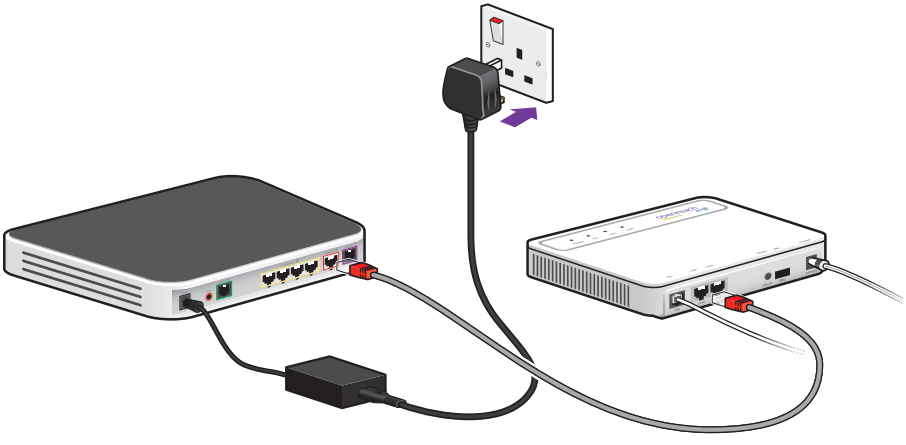
Ethernet cable (yellow ends)

2 The Openreach modem connects to the mains power supply and to the BT engineer-installed socket using the DSL cable.



3 The Power light and DSL light on the modem glow steady green to show a successful connection to broadband. If these lights don't glow green, see the lights table on page 26.

4 Your Fibre Hub plugs into the mains power supply. It connects to the Openreach modem using the red broadband cable and to your telephone socket using the landline cable (see next page).



5 The Internet light on your Fibre Hub will glow steady green to show a successful connection to broadband. This may take a few minutes. If it doesn't glow green, see the lights table on page 26.

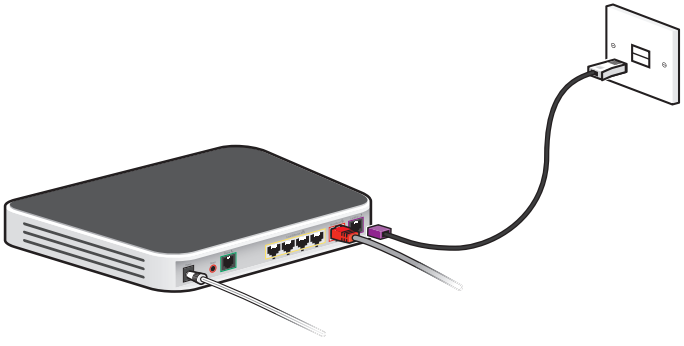
6 Your computer connects to your Fibre Hub using a wireless or wired (Ethernet connection). For help to set up the connection, follow the steps on the CD.

### Landline cable (optional)

With the landline cable fitted:

- you can make calls using your business telephone number from the phone that's plugged into your Fibre Hub by dialling '5' before the number you wish to call. If you don't dial '5', you'll make the call using BT Business Broadband Voice
- the phone plugged into your Fibre Hub will automatically use your main telephone line to make outgoing calls if there's a power cut or broadband service failure

Plug the purple connector into the purple landline socket on the back of your Fibre Hub and plug the other end of the cable into the telephone socket on your master socket or a telephone extension socket.



## Resetting your Fibre Hub

**WARNING:** resetting your Fibre Hub means you also have to reset any changes you've made to the Fibre Hub software. These changes may include:

- activating BT Business Broadband Voice – if the Fibre Hub's Phone light is off, go to **www.bt.com/business/broadbandvoice** and follow the instructions
- resetting any wireless settings you may have changed
- resetting your Fibre Hub password and any Fibre Hub Manager changes. See page 43
- port forwarding settings

To reset your Fibre Hub to its factory default settings, removing all personal settings:

1 use a pin or paperclip to press and hold the recessed Reset button on the back of your Fibre Hub for 15 seconds until your Fibre Hub lights go out

2 stop pressing and wait for the Fibre Hub's Broadband light to glow green – this may take several minutes

Alternatively, you may reset your Fibre Hub using your Fibre Hub Manager.

1 Open your web browser and type **http://home** (for your Fibre Hub Manager) in the address bar and press Enter or your return key.

2 Select the Settings tab, then the Diagnostics tab, followed by the Resets link.

3 In the Reset to Factory Default State, click the Reset button. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the bottom of your Fibre Hub.

Please note: BT Openzone will be enabled when you reset your Fibre Hub. For more information on BT Openzone, see page 19.

## Changing to a standard broadband (ADSL) connection

If you wish to change back from your BT Business Total Broadband Fibre service to a standard broadband (ADSL) connection using your standard BT Business Hub, please follow these steps:

1 Unplug your Fibre Hub and Openreach modem from the power socket and phone socket (either master socket or extension socket).

2 Plug your standard BT Business Hub directly into the phone socket (either master socket or extension socket).

Note: you don't need to use ADSL microfilters on any of your extensions.

3 To establish an internet connection, you may need to enter your network login username and password in the Hub Manager for your BT Business Hub. (Your username and password are in the 'welcome' emails and letters we sent when you ordered your BT Business Total Broadband Fibre service.)

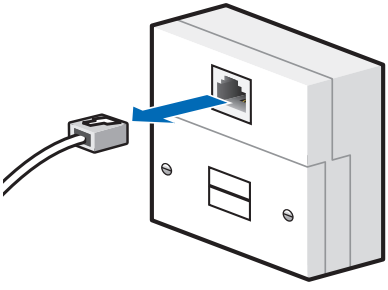
This will give you a broadband connection and, as the fibre faceplate acts like an I-Plate (BT Broadband Accelerator) and filters out interference from your phone wiring, you'll get the best performance your line can support.

### Making landline phone calls using your standard BT Business Hub

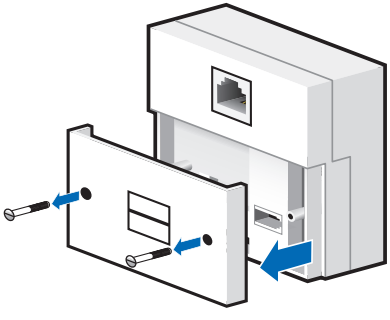
If you change back to your standard BT Business Hub and you use telephones connected to it to make landline telephone calls, you'll need to remove the fibre faceplate from the master socket and install microfilters on all your phone sockets.

To do this, please follow the steps on the next two pages.

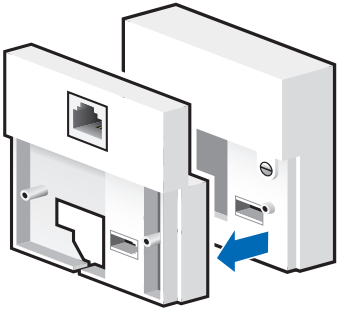
1 Unplug the special extension cable (if installed for your BT Business Total Broadband Fibre service) from the top data port on the master socket. (You'll no longer need this cable.)



2 Unscrew the front plate of the master socket.

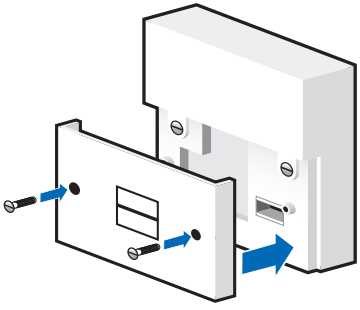


3 Lift off the fibre faceplate, being careful not to upset any wires inside the master socket.



4 Find the shorter front plate screws – they should be in the recess of the master socket (if not, most har dware shops stock suitable screws).

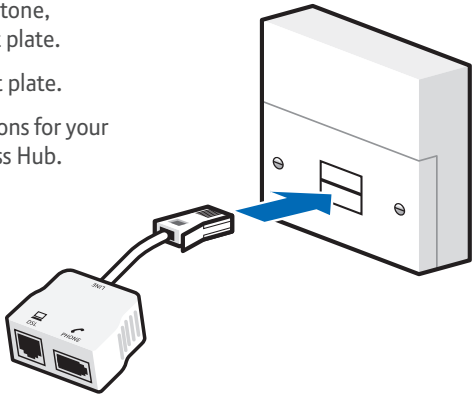
5 Screw the front plate back into place.



6 To check that you've got a dial tone, plug a telephone into the front plate.

7 Plug a microfilter into the front plate.

8 Follow the installation instructions for your standard broadband BT Business Hub.



# Notices

## Bandwidth

As you know, with BT Business Total Broadband Fibre and your Fibre Hub you can enjoy adding a number of services to your office network. Add these to all the online activities you may also be doing (such as downloading files) and you'll end up with a busy broadband line!

Please bear in mind that too many things happening at once over your broadband line may affect the quality of service you receive – this is normal and not a fault with your service. Although it's unlikely, this may, for example, result in slow downloads and small interruptions to phone calls. Simply try to reduce the number of things happening at once over your broadband line. Your service can also be affected if the internet is busy.

## Warranty

We guarantee that the Fibre Hub will work to the relevant specification for the minimum period of your agreement* and that it will be free from faulty design, manufacture or materials. If at any time during the minimum period you find that the Fibre Hub or other equipment isn't working properly, you may return it to us and we'll replace or (at our option) repair it.

We won't be responsible for any defects arising from fair wear and tear, accidental or wilful damage, misuse or failure to follow our instructions. If you return any equipment as faulty, we may test the equipment – if it's working, we'll send it back to you. If we do so, we may charge you our costs for our testing and postage. This doesn't affect your legal rights relating to equipment that's faulty or wrongly described.

## Safety and regulatory instructions for your Openreach modem and Fibre Hub

**Please read this document carefully before set-up!**

- Your Fibre Hub and Openreach modem will get warm once connected to the power supply. Although this is normal, you should make sure that your Openreach modem and Fibre Hub have adequate ventilation to prevent overheating. Never block the vents on your Openreach modem or Fibre Hub.
- Don't expose your Openreach modem or Fibre Hub to rain, water, moisture or direct sunshine.
- Don't spill liquid on your Openreach modem or Fibre Hub.
- Keep your Openreach modem and Fibre Hub away from sources of heat such as heaters or radiators.
- Don't attempt to disassemble or open up your Openreach modem or Fibre Hub yourself. Not only will it make your warranty void, it may expose you to dangerous voltage or other hazards.
- Before cleaning your Openreach modem or Fibre Hub, disconnect it from its power supply. Use a damp cloth for cleaning.

* The minimum period is 12 or 18 months, depending on the Option you chose when you placed your order.

- For better performance, don't place your Openreach modem or Fibre Hub on a television or computer monitor.
- In the event of an electrical storm, you must unplug all of your equipment from the electricity supply and phone sockets.
- These products intentionally generate low-level radio frequency signals and, as such, there is a very small risk that these products may interfere with sensitive medical devices, for example a heart pacemaker, when in close proximity. If you've any concerns, we recommend that you consult the medical device manufacturer before using these products.
- The plug on the power cable serves as a disconnect device. Make sure that the power socket you plug the power cable into is easily accessible and located as close to the equipment as possible.

## Save energy

Please avoid wasting energy while using your computer or other equipment. You can set up your computers to go into standby or low-energy mode automatically.

Please disconnect your Fibre Hub from its power supply when not in use for an extended period (e.g. a holiday), but remember that when you do so all connected computers (and any other devices that use your Fibre Hub to connect to your broadband line) will lose internet access and BT Business Broadband Voice won't work. Remember to restore power to your Fibre Hub before turning your computer(s) on.

CE

## Product disposal instructions for residential users

The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to reduce the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

The symbol shown above and on the product means that the product is classed as Electrical or Electronic Equipment and you should not put it into your domestic waste bin. When you've no further use for your product, please use your BT returns envelope or see **www.bt.com/business/equipmentdisposal** (choose 'Broadband' then select 'Return equipment').

## Declaration of Conformance

Declaration of Conformance with European Community Directive 1999/EC.

This product is intended for use within the UK for connection to the public telephone network. This equipment complies with the essential requirements for Radio Equipment and Telecommunications Terminal Equipment Directive 1999/5/EC. The Declaration of Conformance can be found at **www.bt.com/business/help/fibre**

## Terms and conditions

BT Business Total Broadband Fibre and BT Business Broadband Voice are covered by terms and conditions. To review terms and conditions for BT Business Total Broadband Fibre, please see our frequently asked questions at **www.bt.com/business/help/fibre**; for BT Business Broadband Voice, please go to **www.bt.com/btbroadband**

Windows is a registered trademark of Microsoft Corporation in the United States and other countries.

# Useful information

## Memo (write your details here to have them handy)

| | |
|---|---|
| BT Business Total Broadband Fibre username: | |
| BT Business Total Broadband Fibre password: | |
| BT Business Broadband Voice telephone number: | |
| BT Business Broadband Voice password: | |
| Wireless network name (SSID)[1]: | |
| Wireless security key (WPA WEP)[1]: | |
| Security type: | WEP 64-bit hexadecimal |
| Fibre Hub Manager password[2]: | |

1 Printed on bottom of your Fibre Hub.
2 Default is your Fibre Hub's serial number – see bottom of your Fibre Hub.

## Contact us

| | |
|---|---|
| BT Business Total Broadband Fibre web site | www.bt.com/business/help/fibre |
| BT Business Total Broadband Fibre helpdesk<br>(Available 8am–6pm, Monday to Friday. Closed weekends and Bank Holidays.) | 0800 169 3809 |
| Broadband service status<br>(Available 24 hours a day, 7 days a week) | 0800 169 0199 |

Calls to 0800 numbers are free from UK landlines. Mobile costs may vary. See www.bt.com/pricing for details.
All calls made to BT or from BT may be recorded to help us give you a better service.

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## Offices worldwide

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